

New SNF and Rehab Authorization Request E-Form Now Available

August 1, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) is excited to announce a significant improvement to our initial authorization request process for skilled nursing facilities (SNF) and rehabilitation (rehab) services. An electronic form (e-form) is now available on the Neighborhood website under the [Prior Authorization Request Forms section](#). This new, streamlined process is part of our ongoing commitment to simplify and enhance our interactions with our providers.

Previously, initial authorization requests for post-acute inpatient settings, nursing homes (skilled or custodial), and rehabs (acute or long-term acute care) were received through multiple channels including fax, verbal requests, or direct communication with our Utilization Management team. Recognizing the inconsistencies and inefficiencies of this method, Neighborhood designed an e-form that standardizes the initial authorization request process, reducing ambiguity and improving turnaround times.

Upon submitting an initial SNF or rehab authorization request via e-form, providers will receive a reference number confirming that the request has been received. Please note that the e-form will be used across all lines of business.

The e-form, titled “SNF/Acute Rehab/LTAC – Initial Request ONLY,” can be accessed via the following path: www.NHPRI.org -> Providers -> Provider Resources -> Forms -> Prior Authorization Request Forms, or by [clicking here](#). A [PDF version](#) of the form is also available.

Neighborhood hopes this improvement will provide a more efficient and transparent process. If you have any questions, please contact Provider Services at 1-800-963-1001.